



Department of
Employee Insurance

501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601

DEI MEMO 19-11

TO: KEHP ICs and HRGs

FROM: Department of Employee Insurance

RE: New well-being provider for 2020; members need to take action soon

DATE: August 28, 2019

KEHP's LivingWell program is transitioning from Go365 to StayWell® to provide well-being services in 2020. We want you to know that KEHP's commitment to member well-being is not changing and is only growing.

While change is never easy, here are some key points to help you understand how you and your employees are impacted in the next few months.

- Go365 participants must redeem their Go365 Bucks by **November 30, 2019**. They will no longer have access to their Go365 Bucks after November 30 and will not have access to any of their Go365 account information after December 31, 2019.
 - No Points/Bucks will carry over to StayWell®.
 - Members can continue to earn Points, but those Points/Bucks must be redeemed by November 30, 2019.
- Go365 will not be available to assist members with questions related to their LivingWell Promise completion after December 31, 2019.
 - LivingWell Promise grievances are not accepted.
 - Members must prove completion of their LivingWell Promise to earn the LivingWell Promise incentive if there is a discrepancy between Go365 and the member.
- Both **health plan members and waivers** can participate in StayWell® activities and earn engagement incentives.
 - StayWell® focuses on employees and retirees; spouses and children do not participate.
- The LivingWell program will continue to offer incentives to encourage members on their well-being journey:
 - LivingWell Promise incentive – health plan members earn \$480 a year (\$40 per month) in premium discounts in 2021 when they complete their health assessment **or** biometric screening during the LivingWell Promise period in 2020.
 - LivingWell engagement incentives – StayWell® participants (planholders and waivers) earn additional incentives for engaging in a health and wellness activity through StayWell®. They can earn gift cards for activities like getting an annual flu shot, completing education sessions, participating in health coaching, or completing step goals.

- Communication related to the new program.
 - StayWell® representatives will be at all benefit fairs to help people understand the program.
 - We will notify you of StayWell®'s customer service number and KEHP's specific website as soon as it is available.
 - Open enrollment material will include information on the transition to StayWell®.
 - E-mails will be sent to members from DEI, Go365, and eventually StayWell®.
- In 2020, the LivingWell program begins to broaden its focus to include four key well-being components:
 - Physical,
 - Emotional,
 - Social, and
 - Financial well-being.

We will keep you updated as more information becomes available. We are looking forward to our partnership with StayWell® and continuing to build on all the successes we've had with the LivingWell program since its inception in 2014.